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<p>Data compiled as part of the 1985 Department of the Navy Support Services Survey were analyzed to examine awareness of the Navy population regarding social support services available to them and their families through Navy Family Service Centers (FSCs). This study assessed accuracy of knowledge about the range of services provided as well as perceptions regarding whom FSCs are intended to serve. Various ways to disseminate information were compared for effectiveness. Results suggest that utilization and impact could be enhanced by efforts to increase awareness.</p>			
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## Navy Family Service Centers: Considering Member Awareness as a Barrier to Utilization

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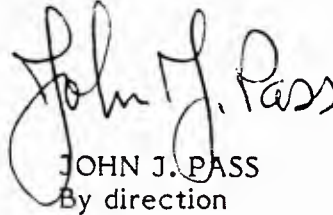
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From: Commanding Officer, Navy Personnel Research and Development Center

Subj: **NAVY FAMILY SERVICE CENTERS: CONSIDERING MEMBER AWARENESS AS A BARRIER TO UTILIZATION**

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1. This report presents results of a secondary analysis of data collected as one segment of the 1985 Navy Support Services Survey (OPNAV 3900-3). It addresses issues related to the awareness among Navy personnel and their families of the services provided by Navy Family Service Centers (FSCs) and is part of a research program designed to provide the Navy Family Support Program (OP-156/NMPC-66) with information which will assist them in effectively providing support services to Navy families.
2. A lack of awareness regarding the availability, extent, and nature of services can represent a barrier to utilization by a target population, and therefore reduce effectiveness. This report assesses the extent to which such barriers may be operating and suggests some approaches for better dissemination of information about FSCs.

  
JOHN J. PASS  
By direction

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**Navy Family Service Centers: Considering Member  
Awareness as a Barrier to Utilization**

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## SUMMARY

### Problem

The delivery of social services may be severely constrained by a lack of awareness of available services among target client groups. This factor is often reflected in low utilization rates, which in turn have a negative effect on outcome measures. Awareness levels should be assessed to determine the extent and form of outreach efforts required to maximize program impact.

### Objective

This analysis of survey data was conducted to examine the extent and accuracy of Navy members' awareness of about the function, services, and location of Navy Family Service Centers.

### Method

Data collected as part of the Navy Support Services Survey (Soriano, Glaser, & Sander, 1986) were reanalyzed to examine differences in awareness of Family Service Centers among family status groups and according to type of current duty. Components of awareness examined included location awareness, awareness of special services, and accuracy of knowledge. A scale developed to measure overall awareness was tested for internal reliability.

### Results

1. Although approximately 75 percent of those surveyed were aware of the establishment of Family Service Centers, half of that number had little knowledge about the extent of services provided.
2. Many single members did not perceive that the Family Service Centers are intended to serve them, as well as families.
3. Single parents generally had a broader and more accurate knowledge of the Family Service Center than did singles without children.
4. Awareness of location was greatest for married members who lived in base housing.
5. Awareness of special services was generally higher among those assigned to overseas duty.
6. Knowledgeable respondents most frequently learned about Family Service Centers from the Plan of the Day or the local base newspaper.

### Conclusions

1. The dissemination of accurate information about social services provided to Navy members and their families has a direct bearing on the impact of such services.
2. Misperception of Center functions can lead to inappropriate referrals and the underutilization of services by people who would be likely to benefit from them.



3. General awareness of Center existence does not necessarily mean an understanding of what the Center is or the services it offers.

4. Efforts to increase knowledge about types of services provided by Family Service Centers are indicated, as well as direct outreach into selected communities.

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## INTRODUCTION

Navy Family Service Centers were instituted to address a range of social service needs of Navy personnel and their families and to provide support and assistance in coping with many of the stressors attendant to life in the Navy. Now, in company with many other federal programs, Family Service Centers are experiencing increased pressure to demonstrate their impact and cost effectiveness.

Although utilization rates are a conventional method for estimating the need for services, they frequently fail to provide an accurate reflection of need. The gap between true need in a population and the number of persons served can be a function of intervening barriers. Four common barriers to service delivery were identified in the National Institute of Mental Health (NIMH, 1977) guidelines:

1. Acceptability
2. Availability
3. Accessibility
4. Awareness

Some types of services, such as mental health counseling or substance-abuse programs, may be further constrained by cultural norms or problem denial.

If many people who would benefit from Family Service Center (FSC) services are failing to use them because of any of these barriers, then clearly the services cannot have the intended positive impact on readiness, retention, and the quality of Navy life. This report is one of a series of topical reports designed to address such issues. It is restricted to an analysis of awareness of Family Service Centers among Navy personnel; other reports in the series will concentrate on acceptability and availability.

To be meaningful, measures of awareness must include more than potential clients' general knowledge of the Center's existence. The NIMH Guidelines for Community mental health centers define awareness as "knowledge by the local population and community caretakers about the existence of a center, the services it offers and the conditions for which these services are appropriate" (NIMH, 1977; cited in Sorenson, Hammer, & Windle; 1979, p. 69).

In many ways, the NIMH definition applies to Navy FSCs: the consumer population must know about the range of services offered and the conditions under which specific services are appropriate. Thus, the FSCs must not only be concerned with how many Navy members know of their existence but also with the accuracy of their knowledge. Misperceptions about services or the groups for which they are available can leave some Navy personnel feeling as if there were no assistance available.

This report also examines the ways by which knowledgeable personnel gained an awareness of FSCs and which sources of information were judged to be most effective by various subgroups. Such information can provide direction for outreach strategies to assure that services have the intended impact.

## METHOD

### Data Source

The data set used in the study represents a part of a survey of approximately 14,000 randomly selected Navy service members conducted between January and April, 1985. Responses to all items from the 22-page questionnaire have been previously reported by Soriano, Glaser, and Sander (1986), who also provided detailed information about the survey sample.

The sample was originally stratified on the basis of pay grade and family status (i.e., single, married, with children, without children). Cell sizes resulting from that stratification are shown in Appendix A (Table A-1), along with a summary of returned questionnaires (Table A-2).

### Analysis

This secondary analysis of the survey data focuses on 14 items of the questionnaire that specifically relate to awareness and sources of information. This information was examined in conjunction with selected demographic variables. The strategy of family-status group stratification was maintained for many of the analyses of the present report. The sample was also stratified by type of duty (continental U.S., overseas, shore, and sea) to yield a 4 (family status) X 4 (type of duty) design.

The eight items of the questionnaire that directly asked about respondents' knowledge of FSCs represented three dimensions of awareness: awareness of location, awareness of special services, and accuracy of awareness. Items conceptually related to each of these dimensions were combined as subscales. Employing an a priori criterion of  $\alpha = .70$ , the subscales were subjected to internal reliability checks (see Table 1). (Only, the accuracy subscale failed to attain the criterion value, suggesting that those three items would be more meaningful if analyzed individually rather than as a subscale.)

Table 1  
Internal Reliability Coefficients for Awareness Scales

Scale	Number of Items	Alpha
Total awareness	8	.73
Awareness of location	2	.88
Awareness of special services	3	.72
Accuracy of awareness	3	.49

An overall index of awareness that combined all eight items met the internal consistency criterion and was used to simplify subsequent analyses. Scale items are presented in Appendix B.

Respondents to the questionnaire were given the opportunity to select from a list of 19 possibilities those sources of information that had contributed to their awareness of FSCs. Additional items provided respondents with the opportunity to select the three sources that they felt would be the most effective ways for FSCs to inform Navy members of the services being provided. Sources that actually contributed to awareness were compared to sources that the respondents believed to be most effective. Analysis of variance was performed to determine if the match between actual and preferred sources of information differed significantly according to the type of duty assignment.

Finally, newspaper readership habits of Navy members and their spouses were investigated to determine if one type had been more effective than others in informing members of FSCs. Unfortunately, this analysis did not include statistical control for the amount of exposure given to FSCs in each newspaper, as that information was not available.

## RESULTS

Survey assessment of awareness began with a general question asking if the respondents had ever heard of Navy FSCs. Awareness at that minimum level was quite high, ranging from 44 percent to 97 percent of the various pay grade and family status groups (see App. C). Of the overall sample, 76 percent were aware that FSCs have been established. As might be expected, awareness tended to increase somewhat with pay grade to reflect a time-in-service effect. At each pay grade, with the exception of the E-7 through E-9 group, both single and married members with children tended to be more aware of FSCs than their counterparts with children. Those who knew of FSCs' existence were then asked to complete additional survey items about various aspects of their knowledge of FSCs.

### Awareness of Location

One piece of information certain to affect utilization is knowledge of Center location (i.e., does the member know if there is a Center at his or her current home base and know where it is located?). Approximately 60 percent of the total sample knew about Center location. The remaining 40 percent were either not sure or belonged to the group that had not heard of FSCs.

The two items related to location awareness formed the first subscale. Score variance was analyzed for differences related to type of duty (continental U.S. vs. overseas) and housing arrangements (on base vs. off base). As Table 2 details, the effects of both factors were significant, as was the two-way interaction.

To clarify the effect of living off base or on base on awareness of FSC location, a one-way analysis of variance was performed. Scheffe's post hoc test for differences between group means indicated that all pairs were significantly different ( $p < .01$ ). A priori contrasts between groups are shown in Table 3. Among single members, those living off base were more knowledgeable than those living on base. All married members were more likely to be knowledgeable than single members, regardless of which type of housing they occupied.

Table 2  
Awareness of Location: Analysis of Variance

Source	df	F	p
Duty type	3	25.75	.000
Housing type	3	38.17	.000
Duty X housing	9	3.03	.001

Table 3  
Awareness of Location: Planned A Priori Comparisons Between Group Means

Group	Mean	t	df	p
Single, living on base	3.40	-4.29	11,238	.000
Single, living off base	3.51			
Married, living on base	3.71	8.34	11,238	.000
Married, living off base	3.53			
Single, living on base	3.40	-11.15	11,238	.000
Married, living on base	3.71			

Note. All t-tests used the pooled variance technique.

#### Awareness of Special Services

A second awareness subscale assessed respondents' knowledge of three special services offered at most FSCs: overseas-duty support services, prevention of and assistance to victims of child and spouse abuse, and prevention of and assistance to victims of rape and sexual abuse. There was a modest positive correlation ( $r = .31$ ,  $p = .000$ ) between the subscales measuring location awareness and awareness of special services.

Variance in scores for the special services subscale was also analyzed by type of duty and family status factors. Both main effects and their interaction were significant ( $p \leq .01$ ) as indicated in Table 4.

An examination of the mean scores revealed that members overseas have a better knowledge of these special services than do those with continental U.S. (CONUS) assignments. Although the greater awareness of members overseas may be attributed in part to the fact that overseas duty support is included among items making up this scale, those on overseas duty tend to be more aware of other special services as well. Table 5

also indicates that single parents serving overseas tend to be the most knowledgeable of special services.

Table 4  
Awareness of Special Services: Analysis of Variance

Source	df	F	p
Duty type	3	102.87	.00
Family status	3	8.56	.00
Duty X family status	9	2.35	.01

Table 5  
Mean Scores on Awareness of Special Services Subscale

Family Status	CONUS		Overseas	
	Shore	Sea	Shore	Sea
Single, without children	5.74	5.18	6.44	5.87
Single, with children	5.97	5.28	7.03	7.56
Married, without children	5.89	5.39	6.67	6.63
Married, with children	5.81	5.57	6.79	6.23

The one item about awareness of the FSC service of preventing and assisting victims of sexual abuse and rape was analyzed separately for gender effects. Since victims, whether service personnel or family members, are almost always female, it is especially important to assure that this target group is aware of services offered. Table 6 contrasts male and female respondents' awareness of FSC services in this area. T-tests performed on group mean scores for this measure of awareness indicated that the differences between men and women were significant only for those on CONUS shore duty;  $t(5826) = 4.67, p < .001$ ). It should be noted, however, that there were few female respondents in sea-duty groups.

#### Accuracy of Awareness

The accuracy of Navy members' perceptions of FSCs was assessed in several ways. Respondents were first asked about the types of services they believed the FSCs offer, with response options providing an opportunity to select multiple services, one service, or no knowledge of the services offered. A second item asked the respondent to identify who



they believed FSCs were primarily interested in helping. Here the respondent was restricted to one answer but an "all of the above" option (the most accurate response) was provided. In the final item of the series, respondents were asked if they perceived that the Centers were specifically concerned with serving single Navy members as well as Navy families.

Table 6  
Percent of Sample Aware of Family Service Center Involvement  
With Preventing and Assisting Victims of Rape and  
Sexual Assault, by Gender and Duty Location

Duty Location	Male		Female	
CONUS shore	44%	(2047)	51.7%	(605)
CONUS sea	38.3%	(1492)	30.5%	(39)
Overseas shore	54.6%	(413)	59.6%	(130)
Overseas sea	46.3%	(206)	60%	(15)

Note. Numbers in parentheses are cell sizes.

Although the three accuracy items did not meet the a priori criterion for an additive scale, each was positively correlated with the others, with coefficients around .3. Therefore a multivariate analysis of variance was selected to explore the relationship between awareness accuracy and the duty location and family status factors. Results of that analysis are presented in Table 7.

Since no commonly accepted guidelines currently exist for the use of planned comparisons and post hoc comparisons following a significant multivariate analysis of variance (Bray & Maxwell, 1982), one-way analysis of variance was performed to test differences between family status groups for each of the accuracy items. Contrasts between groups indicated that singles without children were significantly less accurate in their perceptions of what the FSCs do and who they are designed to serve. Single parents, however, did not differ from married parents in accuracy of perception. Mean scores on which the contrasts were based are presented in Table 8.

#### Overall Awareness Index

A summary index combined the three components of awareness of FSCs to provide a useful method for comparing groups based on their overall knowledge and accuracy. Scores for total awareness approximated a normal distribution, with a range from 6 to 22. Analyzed by family status and duty location, group mean scores are presented in Table 9.

Examination of these scores shows the CONUS sea-duty group to be less knowledgeable overall about FSCs, especially single members in this category. Group differences were tested using a two-way analysis of variance, which indicated that both main effects were significant at the .001 level;  $F(6; 10,748) = 51.8$ .



Table 7  
Analyses of Variance of Accuracy of Awareness,  
by Family Status and Duty Location

Multivariate F Tests			Univariate F Tests	
Source	df	<u>F</u>	Source	<u>F</u> (3,10891)
Family status	3	21.116**	Services offered	17.786**
			Primary recipients	48.210**
			Interest in singles	30.141**
Duty location	3	7.047**	Services offered	15.246**
			Primary recipients	10.685**
			Interest in singles	5.647*

\* $p \leq .01$ .  
\*\* $p \leq .001$ .

Table 8  
Family-Status Group Means for Accuracy of Awareness  
Subscale Items

Family Status	Item		
	Services Offered	Primary Recipients	Interest in Singles
Single, without children	1.86	2.24	1.34
Single, with children	2.10	2.35	1.42
Married, without children	2.03	2.36	1.44
Married, with children	2.08	2.40	1.43

Table 9  
Overall Awareness Index: Cell Means (N = 10,754)

Family Status	Duty Location			
	CONUS Shore	CONUS Sea	Overseas Shore	Overseas Sea
Single, without children	13.76	12.84	14.68	13.25
Single, with children	14.56	13.40	16.18	16.86
Married, without children	14.32	13.63	15.54	15.85
Married, with children	14.34	13.97	15.85	14.73

Additional differences in total awareness may also be attributed to ethnic background, although minority groups in the sample were relatively small. Mean scores ranged from 14.76 for Asian members to a low of 13.89 for those of Hispanic heritage. When contrasted against the other, combined groups, the mean score for Asian members was found to be significantly higher;  $t(10,630) = 3.08$ ;  $p < .002$ .

#### Sources of Information

Participants were given the opportunity to rank up to eight ways by which they had learned about FSCs. All responses were then analyzed as a group rather than individually, using the multiple-response procedure. Each of the 19 possibilities provided as an option was counted whenever it appeared, regardless of whether it was the first mentioned or the eighth mentioned. Percentages and totals obtained with this method are based on respondents; that is, percentages shown in Table 10 represent the proportion of respondents who named a source of information on any one of the eight opportunities to do so.

A similar procedure was followed to examine what respondents believe to be the best ways for FSCs to inform Navy members and their families. Table 10 indicates that the three sources that contributed most often to the knowledge of individuals in this study were also the three that they said were the best ways to inform personnel. The sources identified most frequently were the Plan of the Day, the base newspaper, and "Welcome Aboard" packets. It is also interesting to note that almost one third of those aware of FSCs said that their awareness had been gained partly from bulletin boards, although only about 13 percent mentioned bulletin boards as one of the best ways to become informed.

Table 10 also presents the four sources which contributed least to awareness of FSCs and were the least preferred. Here, the greatest discrepancy between "actual" and "best" percentages is found for the Navy Relief Agency. Although almost 20 percent of respondents said that they had been informed through that agency, it was not a preferred way to learn about the work of FSCs, perhaps because members hope they will not need to ask for assistance from Navy Relief.

Table 10

Percent of Respondents Naming Sources of Information as  
Actual and Best Strategies for Disseminating Information

Source of Information	Actual <sup>a</sup>	Best <sup>b</sup>
Most Frequently Mentioned		
<u>Plan of the Day</u>	59.3	67.8
Base newspaper	53.0	48.7
"Welcome Aboard" packet	51.3	43.1
Bulletin boards	29.6	12.8
General military training	29.5	20.7
Flyers	29.4	23.8
Least Frequently Mentioned		
TV and radio	7.9	10.1
Navy relief	19.7	2.8
Civilian agencies	1.9	.6
Spouse or ex-spouse	0	3.2

<sup>a</sup>Refers to the reported ways that respondents actually learned about FSCs.

<sup>b</sup>Refers to beliefs about the best ways to disseminate information about FSCs.

Rank order of the three best sources stays the same when these data are analyzed by either family status or duty type subgroups. Differences between married and single members and between CONUS and overseas duty subgroups were not significant. Approximately 23 percent of the respondents in each of these subgroups believed the Plan of the Day is the best way to inform Navy personnel and their families about FSC services. This is followed by the base newspaper, with approximately 16 percent, and "Welcome Aboard" packets, preferred by 15 percent. Television and radio have greater value for members overseas than for those on CONUS duty. Roughly 10 percent of the overseas groups selected television and radio as one of the best methods to tell people about FSCs, while only 3 percent of those assigned to CONUS duty agreed that this was a preferred option.

Given the outcomes shown in Table 10, regular readership of the base newspaper was expected to be positively correlated with overall awareness, and this expectation was realized. However, as Table 11 indicates, readership of either the local civilian newspaper or the Navy Times has only a small association with awareness of the Centers. Because of the size of this sample, all coefficients shown in the table are statistically significant at  $p = .000$ , although the coefficients are too small to have practical significance.

Table 11  
Correlations Between Regular Newspaper Readership and  
Overall Awareness of FSCs

Variable	Base Newspaper	<u>Navy Times</u>	Civilian Newspaper
Overall awareness	.212	.154	.042
Base newspaper	--	.226	.073
<u>Navy Times</u>	--	--	.230

### DISCUSSION AND CONCLUSIONS

In recent years, the Navy has made considerable effort to address the social service needs of its members. Recognition of the influence of family issues on readiness has grown, and the needs of Navy families have been given new emphasis. If these efforts are to achieve the intended impact, members must be knowledgeable about the kinds of assistance that is available to help them cope with stresses and problems. This analysis provides an indication of how well the news of FSCs has been disseminated and suggests the extent to which a lack of awareness may be suppressing the effectiveness of service providers.

The salient findings are summarized as follows:

1. About three quarters of the Navy members surveyed reported a general awareness that the FSC network exists.
2. More specific knowledge was evident among 40 percent to 50 percent of those surveyed; however, only 35 percent knew about the extent of services provided.
3. Misperceptions about the range of services offered were frequent.
4. Many single members did not perceive that the FSC is intended to serve them.
5. Single parents generally had a broader and more accurate knowledge of the FSC than did singles without children.
6. Married members who lived off the base were less likely to know where the FSC is located than those in base housing.
7. Knowledge of special services offered by FSCs was generally higher among those on duty overseas.

8. Navy members have most frequently learned about FSCs from the Plan of the Day and the base newspaper.

One obvious implication of these findings is that awareness of the functions performed by the Navy FSCs cannot be assumed for the Navy community at large. Results of the survey also indicate that awareness of Center existence does not necessarily mean an understanding of what it is or does.

These results also suggest that members may become aware of services only after they have encountered a particular problem. This may help explain, for example, why single parents have more knowledge of Centers than other singles. This may seem to be desirable if it is interpreted as a good match between need and information. However, even if the percent knowledgeable is high only among high-need groups, that would reflect primary effectiveness of FSCs in their reactive role, ignoring their proactive function.

On the basis of these data, it would appear that benefits from proactive service delivery, in particular, require a concerted outreach effort. One approach suggested by the results presented here would be to make more effective use of the Plan of the Day and base newspapers. Public service radio and television opportunities for education about FSC services should be especially effective overseas, while efforts at CONUS stations could focus on the Plan of the Day and local Navy publications. Attention should also be devoted to seeking ways to strengthen the referral network.

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**APPENDIX A**  
**SAMPLE DATA**

Table A-1

Stratified Sample: Pay Grade by Marital and Child Dependency Status

	SINGLE W/O CHILD	SINGLE <sup>a</sup> W/ CHILD	MARRIED W/O CHILD	MARRIED <sup>b</sup> W/ CHILD
E1-E3	[ 155,848 [ 381 [ 950	[ 4,241 [ 366 [ 1,080	[ 21,139 [ 381 [ 910	[ 11,816 [ 381 [ 1,222
E4	[ 54,562 [ 381 [ 925	[ 3,360 [ 358 [ 776	[ 20,496 [ 381 [ 932	[ 16,799 [ 381 [ 940
E5	[ 33,187 [ 381 [ 915	[ 4,099 [ 364 [ 769	[ 23,173 [ 381 [ 898	[ 34,409 [ 381 [ 920
E6	[ 8,289 [ 381 [ 873	[ 3,548 [ 359 [ 755	[ 10,582 [ 381 [ 885	[ 46,656 [ 381 [ 906
E7-E9	[ 1,771 [ 324 [ 755	[ 2,044 [ 334 [ 690	[ 3,629 [ 360 [ 763	[ 32,770 [ 381 [ 906
01-2	[ 9,855 [ 381 [ 879	[ 417 [ 222 [ 327	[ 4,459 [ 366 [ 765	[ 4,063 [ 364 [ 724
03-4	[ 6,978 [ 378 [ 831	[ 864 [ 285 [ 649	[ 7,723 [ 380 [ 839	[ 17,709 [ 381 [ 829
05-6	[ 657 [ 254 [ 527	[ 351 [ 222 [ 212	[ 893 [ 285 [ 814	[ 8,971 [ 381 [ 814

## CELL DATA

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Population count.  
Sample size needed.  
Actual sample selected.

---

<sup>a</sup>This refers to the sample size arrived at using Cochran's (1963) minimum sample size table.

<sup>b</sup>For sample determination purposes, "single with child" and "married with child" categories include all personnel with children without regard to custody. Presence of children in the household could not be determined until after the surveys were returned, and this caused some fluctuations away from the sample size selected for parent categories.

Reprinted from Soriano, Glaser, and Sander; 1986, p. A-3.

Table A-2

Number of People in the Sample Stratified by Pay Grade  
and Family Status and Statistical Confidence in the  
Generalizability of Subgroup Results

	Single W/O Child in Household	Single W Child in Household	Married W/O Child in Household	Married W Child in Household
E1-E3	372 Moderate	38 Very Low	179 Low	236 Low
E4	578 High	102 Low	343 Moderate	574 High
E5	752 High	94 Very Low	405 Moderate	648 High
E6	637 High	93 Very Low	520 High	945 High
E7-E9	1,071 High	132 Low	506 High	705 High
O1-O2	340 Moderate	22 Very Low	377 Moderate	457 Moderate
O3-O4	954 High	130 Low	509 High	841 High
O5-O6	423 High	32 Very Low	491 Moderate	748 High

## CELL DATA

Number of surveys returned.  
Confidence that the same results would be  
found if all Navy personnel answered the  
survey.

Reprinted from Soriano, Glaser, and Sander; 1986, p. 3.

**APPENDIX B**  
**THE OVERALL AWARENESS INDEX**

## THE OVERALL AWARENESS INDEX

Response to the following items taken from the Navy Support Services Survey were recorded to develop a scale of total awareness of Family Service Centers.

### Score Value

#### Awareness of Location

Is there a FSC at your present homebase/homeport?

Not Sure	1
Yes	2
No	2

Is the nearest FSC conveniently located for you and your family?

Not Sure	1
Yes	2
No	2

#### Awareness of Special Services

Are you and your family aware of the overseas duty support services offered at FSCs?

No	1
Not Sure	2
Yes	3

Are you and your family aware that FSCs are involved in preventing and assisting victims of child and spouse abuse and neglect?

No	1
Not Sure	2
Yes	3

Are you and your family aware that FSCs are involved in preventing and assisting victims of rape and sexual assault?

No	1
Not Sure	2
Yes	3

#### Accuracy of Awareness

What is your main impression of what FSCs offer?  
(You may select more than one.)

FSCs mainly offer:

counseling services	1
information and referral services	1
educational classes	1
financial assistance to families	1
I really don't know what FSCs offer	0

(Score value based on total number selected.)

Who do you think FSCs are primarily interested in helping?  
Select only one.

Navy families	1
Dependents, not including service members	1
Single service members	1
All service members	2
All of the above	3
Not sure	0

How interested do you think FSCs are in helping single service members?

Very interested	2
Somewhat interested	2
Not sure	1
Somewhat uninterested	1
Very uninterested	1



**APPENDIX C**  
**INCIDENCE OF MINIMAL AWARENESS**

Table C-1

Percent Aware of FSCs				
	SINGLE W/O CHILD	SINGLE W/ CHILD	MARRIED W/O CHILD	MARRIED W/ CHILD
E1-E3	44% 162 372	58% 22 38	63% 112 179	73% 172 236
E4	59% 340 578	79% 81 102	71% 244 343	77% 440 574
E5	61% 462 752	78% 73 94	74% 301 405	81% 523 648
E6	71% 455 637	81% 75 93	83% 430 520	87% 819 945
E7-E9	87% 928 1071	82% 108 132	94% 474 506	92% 649 705
01-2	62% 212 340	91% 20 22	75% 284 377	85% 390 457
03-4	75% 716 954	82% 107 130	77% 392 509	87% 729 841
05-6	85% 358 423	97% 31 32	90% 442 491	90% 671 748

CELL DATA

---

Percentage of the total subgroup sample.  
 Total number aware of FSCs.  
 Total number of people in the subgroup sample.

---

Note. These percentages were derived by using items 2 through 12 in the Family Service Centers section of the questionnaires. These questions were answered only by those who had heard of FSCs. For each cell subgroup, the maximum number of respondents to any one of these questions was taken as the total number of individuals aware of FSCs.

Reprinted from Soriano, Glaser, and Sander; 1986, p. 47.

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